
Testing advanced features

This section describes how to operate and test the Advanced ACD Features.

Note: Information presented in this section assumes that the operation of the ACD Basic Features, described in the preceding section, has been successfully completed.

Testing requirements

The following requirements must be met before attempting the tests in this section:

- Agent set installation must be completed as described in *Telephone and attendant console installation* (553-3001-215). See also the Northern Telecom Publication associated with your specific ACD Agent sets.
- If certain incoming call types (routes) are to receive priority treatment in the call queue, calls to the ACD DN can be modified by the priority assignments. This should be taken into account during testing.
- Set up your system so that at least three or four simultaneous incoming calls to the ACD DN can be readily made by the testing personnel. This can be accomplished by the temporary assignment of tie lines from the CO or another PBX, or by other methods deemed suitable for that particular installation.
- Some tests require large numbers of calls to be placed in the ACD DN queue unless the office data is modified. To make these tests more manageable, the Service Changeable thresholds may be set to very low values. The thresholds can be reset after testing. See the *X11 input/output guide*.

Advanced agent features

The following procedures explain how to test an advanced feature on Agent sets after the system has been installed. Follow the steps below to ensure that your features work properly. If any problems occur, contact your technical support group.

Procedure 12

Using the Call Supervisor key

Step	Action	Response
1	If there is no call currently active on the In Calls key, lift the handset or plug in the headset and press the Call Supervisor key.	The Call Supervisor key lamp lights steadily. Ringback tone is heard if the supervisor is idle; busy tone is heard if the supervisor is busy.
	If there is a call on the In Calls key, press the Call Supervisor key.	The calling party is put on hold (the In Calls lamp flashes). The Call Supervisor key lamp lights steadily. Ringback or busy tone is heard.
2	The supervisor answers the call (Procedure 5 on page 248).	Two-way conversation between the ACD agent and supervisor.
3	When the conversation is complete, the agent can either go on-hook or press the Release (RLS) key.	The Call Supervisor key lamp goes dark.
4	To add the calling party to the agent/supervisor conversation, press the Call Supervisor key again.	The calling party is bridged into the conversation; the Call Supervisor lamp goes dark, and the In Calls lamp lights steadily.
5	To transfer the calling party to the supervisor, press the Release (RLS) key.	The agent is removed from the conversation, and the In Calls lamp goes dark.
Note: If the supervisor initiates a call to the agent (Call agent key— Procedure 4 on page 247), the call is presented (flashing lamp) and answered via the Call Supervisor key.		

Procedure 13
Using the Emergency key

Step	Action	Response
1	A call established on the In Calls key is deemed an emergency call.	The In Calls lamp lights steadily and a two-way conversation with the calling party is established.
2	Press the Emergency key.	Ringback tone is heard over the two-way conversation. The Emergency lamp — remains dark if neither the assigned supervisor nor recording device is available — flashes if either the assigned supervisor or recording device is available
3	The assigned supervisor and/or recording device is bridged into the conversation.	The Emergency lamp lights steadily.
4	If a recorder and/or teletype is equipped, the following occurs: — the recorder records the conversation — the teletype prints the call data	The conversation is heard when the recorder is played back. One or more of the following messages is printed: (See the Note following this procedure.) EMR100 RC L S C U RR MMM EMR100 AG XXXX YYYY EMR100 OR LSCU RR MMM
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Procedure 13

Using the Emergency key

Step	Action	Response
	Note: EMR100 messages are interpreted as follows: RC = the recording trunk used for the emergency recorder L S C U are the loop, shelf, card, and unit used for the recording trunk. RR and MMM are the route and member numbers of the recording trunk. AG = shows that an agent pressed the Emergency key XXXX denotes the ACD DN to which the agent is assigned. YYYY denotes the agent POS-ID. The ACD DN and the POS-ID digits, for software programming reasons, are listed backward, and the character "A" signifies a "0" and the digit "0" signifies the end of the number. For example, the ACD DN "01A4" would denote "401" and POS-ID "5412" would denote "2145." OR = the originator of the call L S C U are the loop, shelf, card, and unit of the call origin. RR and MMM parameters denote the route and member numbers of the trunk. If the call is originating from within the system, these two fields are absent.	
(Part 2 of 2)		

Advanced supervisor features

The following procedures explain how to test an advanced supervisor feature on Agent sets after the system has been installed. Follow the steps below to ensure that your features work properly. If any problems occur, contact your technical support group.

Procedure 14

Using the Observe agent key

Step	Action	Response
1	Press the Not Ready key.	The Not Ready lamp lights steadily.
2	Press the Observe Agent key.	The associated lamp lights steadily.
3	Press an Agent key associated with the lit lamp (indicating the agent is involved with an ACD call).	The conversation between the selected agent and calling party is heard. The digit display shows the POS-ID of the selected agent.
4	Press the Call Agent key to enter the conversation between the agent and calling party.	The Call Agent lamp lights steadily. A three-way conversation between supervisor, agent, and calling party is established.
	To leave the observation mode, press the Observe Agent (or Not Ready) key.	Conversation between the agent and calling party can no longer be heard. The Observe agent (or Not Ready) lamp goes dark.
Note: The supervisor can monitor selected agents, one at a time, by pressing different Agent keys.		

Procedure 15

Using the Call Agent key

Step	Action	Response
1	Press the Not Ready key.	The Not Ready lamp lights steadily.
2	Press the Call Agent key.	The associated lamp lights steadily.
3	Press the Agent key associated with the agent to be called.	The digit display shows the POS-ID of the selected agent; ringback tone is heard. When the called agent answers, a two-way conversation is established.
4	To end the call, press the Call Agent (or Not Ready) key.	Conversation is ended, and the Call Agent (or Not Ready) lamp goes dark.
Note: The supervisor can call selected agents, one at a time, by pressing different agent keys.		

Procedure 16

Using the Answer Agent key

Step	Action	Response
1	An ACD agent has pressed the Call Supervisor key.	The associated supervisor set hears ringing, and the Answer Agent lamp flashes.
2	Press the Answer Agent key.	Ringing stops, and the Answer Agent lamp goes dark. A two-way conversation between the calling agent and supervisor is established.
3	To end the call, press the RLS key.	The associated lamp goes dark.

Procedure 17

Using the Answer Emergency key

Step	Action	Response
1	An agent has received a call and pressed the Emergency key.	The associated supervisor set hears continuous ringing. The Answer Emergency lamp flashes.
2	Press the Answer Emergency key. If engaged with a call, press Hold key first.	Continuous tone ringing stops, and Answer Emergency lamp lights steadily. A three-way conversation between supervisor, agent, and calling party is established. Digit display shows POS-ID of involved agent.
3	To end the call, press the RLS key.	Call ended, and the Answer Emergency lamp goes dark.
Note 1: Once released from an emergency call, the supervisor cannot return to it. However, the emergency call can be placed on hold by pressing the Hold key. Note 2: Once the supervisor has released from the emergency call, the agent cannot reinitiate emergency status for the same call. Note 3: A "Listen-only" connection to the emergency call can be established by unplugging the headset/handset before pressing the Answer Emergency key.		

Procedure 18

Using the Interflow key

Step	Action	Response
1	Call the Interflow destination to ensure it is ready and able to accept additional calls.	
2	Press the appropriate Interflow key.	The associated lamp flashes.
3	Press the Interflow key again to disable the interflow feature.	The associated lamp goes dark.
Note 1: Use the Display Queue key/lamp to determine when Interflow is be used and for which ACD DN. Note 2: With Interflow enabled, calls are only forwarded to the Interflow destination when the number of calls waiting in the ACD DN queue exceeds the overflow threshold and no other target queue is specified or available through automatic overflow.		

Procedure 19

Observing an ACD Agent

Step	Action	Response
1	Press the Not Ready key.	The Not Ready lamp lights steadily.
2	Press the Observe Agent key.	The Observe Agent lamp lights steadily.
3	Dial the Position-ID (POS-ID) of the agent to be observed.	The conversation between the selected agent and calling/called party is heard. The digit display shows the POS-ID of the agent. If the agent is already being observed by another supervisor, busy tone is heard. If the dialed POS-ID is invalid or the set is not an ACD set, overflow tone is heard.
4	To enter the conversation between the agent and caller, press the Call Agent key.	The Observe Agent lamp flashes. A conference between supervisor, agent, and caller is established.
5	Press the Observe Agent key to exit the observation mode.	The conference ends. Observe agent lamp goes dark.
6	Press the Not Ready key to resume normal ACD operation.	The Not Ready lamp goes dark. The set can now receive ACD calls.

Procedure 20
Observing an ACD Supervisor

Step	Action	Response
1	Press the Not Ready key.	The Not Ready lamp lights steadily.
2	Press the Observe Agent key.	The Observe Agent lamp lights steadily.
3	Dial the POS-ID of the supervisor to be observed.	The conversation between the selected supervisor and calling/called party is heard. The digit display shows the POS-ID of the supervisor. Busy tone is heard if the selected supervisor is observing another agent or supervisor. If the POS-ID is invalid or if the set is not an ACD set, overflow tone is heard. If the set attempting to observe a supervisor is not assigned an Allow Observation of Supervisor class of service, overflow tone is heard.
4	Press the Call Agent key to enter the conversation between the supervisor and connected party.	The Observe Agent lamp flashes. A conference between observing supervisor, observed supervisor, and connected party is established.
5	Press the Observe Agent key.	The conference ends. Observe Agent lamp goes dark.
6	Press the Not Ready key to resume normal ACD operation.	The Not Ready lamp goes dark. The set can now receive ACD calls.

Procedure 21
Calling an ACD Agent

Step	Action	Response
1	Press the Not Ready key.	The Not Ready lamp lights steadily.
2	Press the Call Agent key.	The associated lamp lights steadily.
3	Dial the POS-ID of the agent to be called.	If agent is idle, the agent's set rings, and the Supervisor lamp flashes. If the agent is conversing with another supervisor by the Supervisor key, busy tone is heard. If the agent is conversing on a key other than the In Calls or Supervisor key, the agent hears buzz.
4	Agent presses Supervisor key to answer the call.	The Supervisor lamp at the agent's set lights steadily. Conversation between agent and supervisor is established.
5	Press the Call Agent (or RLS) key to terminate the call.	Conversation ends. Call Agent lamp goes dark.

Advanced system features

The following procedures explain how to test an advanced system feature on Agent sets after the system has been installed. Follow the steps below to ensure that your features work properly. If any problems occur, contact your technical support personnel.

Procedure 22

Logging on an ACD set with the Agent ID option

Step	Action	Response
1	Occupy an unstaffed ACD position. Be sure the headset/handset is unplugged from the set, then press the In Calls key.	
2	Plug in the headset/handset.	Access to all features, except receiving calls on the In Calls key, is allowed from the set.
3	Press the In Calls key of the set.	The In Calls key lamp remains unlit. The Not Ready key lamp lights. The Make Set Busy key lamp goes out if it was previously lit. The ACD DN and supervisor position to which the agent position is assigned are shown on the set's digit display. The position is now logged in and can access all ACD features.

Procedure 23

Logging on an ACD set without the Agent-D option defined

Step	Action	Response
1	Occupy an unstaffed ACD position. Be sure the headset/handset is unplugged from the set, then press the In Calls key.	
2	Plug in the headset/handset.	Access to all features, except receiving calls on the In Calls key, is allowed from the set.
3	Press the In Calls key of the set.	The In Calls key lamp lights and a special (interrupted) dial tone is heard.
4	Key in the assigned 4-digit Agent ID code on the dial pad of the set. Note the following:	
	The Agent ID code is within range, and no one else is already logged in with that code.	The In Calls (and MSB, if previously lit) key goes out, the NRD key lights, and the ACD DN and supervisor positions are shown in the Digit Display. The set is now logged on and can access all the ACD features.
	The Agent-D code is out of range, or the normal timeout elapsed before all four digits have been keyed in.	Overflow Tone is heard and, after normal timeout of overflow tone, the In Calls key lamp goes blank. Repeat the log on procedure.
	Someone else is currently logged on with that Agent ID code.	Busy tone is heard, and the In-Calls lamp goes out after the normal busy tone timeout.

Procedure 24

Logging out from an ACD set

Step	Action	Response
1	Occupy an agent position that is currently logged in but has no call active on the set has no calls held on the set	All the feature keys are unlit. The In Calls or DN key lamp is dark.
2	If Make Set Busy is not equipped, unplug the headset from the set or place the handset on-hook. If Make Set Busy is equipped, press the Make Set Busy key.	The set is now logged out. This assumes that agents are allowed to log out by unplugging the headset/handset. Make Set Busy key lamp lights, and the set is logged out.

Procedure 25

Walkaway/Return ACD Set

Step	Action	Response
Walkaway from the set		
1	Using Procedure 11 on page 255 , log on to an unoccupied agent position.	The Not Ready key lamp lights.
2	Press the Not Ready key to allow ACD calls to be presented to the position.	The Not Ready key lamp goes out.
3	With Manual-answer, when an ACD call is presented to the position, press the In Calls key to answer the call. With Call Forcing, when an ACD call is presented to the position, you will hear a 500-millisecond buzz and then be connected to the calling party.	Ringling stops, the In Calls key lamp lights steadily, and a voice path is established between you and the calling party. The In Calls key lamp lights steadily, and a voice path is established between you and the calling party.
4	Inform the calling party that you are about to leave the line momentarily, then press the Hold key.	The In Calls key lamp flashes indicating the calling party is on hold.
(Part 1 of 2)		

Procedure 25**Walkaway/Return ACD Set**

Step	Action	Response
5	Unplug the headset/handset from the set.	The In Calls key lamp on the set continues to fast flash.
	Return to the set	
6	Plug the headset/handset into the set.	The In Calls key lamp continues to fast flash.
7	Press the In Calls key.	The In Calls key lamp lights steadily. Voice communication is reestablished between you and the calling party.
Note 1: The procedures in this chart also apply to calls originated from or received on the DN key of the set. Walkaway and return are also possible when the set is in the Not Ready state; i.e., the Hold key is operated when the Not Ready key lamp is lit. In either case, the DN key lamp or Not Ready key lamp will change from steadily lit to flashing when the Hold key is pressed, and the headset/handset is unplugged from the set. Note 2: If the calling party disconnects while the agent is in walkaway, the In Calls key lamp goes dark and the Not Ready key lamp flashes. When the agent returns from the walkaway and plugs the headset/handset into the set, the Not Ready key lamp lights steadily. The agent must press the In Calls or Not Ready key to reenter the agent queue. Note 3: With Flexible Call Force, the 500-millisecond buzz is not heard.		
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Procedure 26
DN key activation for ACD sets

Step	Action	Response
1	Occupy an agent position that is currently logged in.	All active features operate as usual.
2	Press a DN key (not an ACD DN key) to do the following: — initiate a call — answer a non-ACD call	The associated lamp indicator is lit and you hear dial tone. Ringling stops, and the lamp lights steadily.
Note: The same results will occur for step 2 if the procedure for step 1 is "Occupy an agent position that is not restricted from using DN keys when logged out (or logged in)."		

